

Miami-Dade County

Community Information and Outreach

3-1-1 Answer Center



Overview

- Provides the public with centralized telephone access to government information and services in three languages (English, Spanish and Creole)
- Service hours are Monday through Friday, 7 a.m. to 7 p.m., and Saturday, from 8 a.m. to 5 p.m.
- Manage call intake and generate service requests for Countywide and City of Miami services
- Generate service requests for transmittal to departments and partner agencies
- Update and maintain a knowledge base of 3,300 topics & frequently asked questions

More than just a phone call...

- Operate three 3-1-1 Service Centers, offering residents face-to-face interaction with a 3-1-1 agent and access to direct services
- Three convenient locations: North Dade Justice Center, Miami-Dade Permitting and Inspection Center, South Dade Justice Center
- Partner with 11 local hospitals to offer access to Baby Stroller Parking Permits
- Review and respond to webmaster e-mails, voicemails, and service requests submitted online and via the iPhone app
- Serve as county's Rumor Control during emergencies
- Teleclaim, Pay-by-Phone, etc...

Just the numbers

- Handle approximately 2 million calls annually
- 85% first-call resolution
- 32,000 walk-in customers assisted at the Service Centers
- 289,000 service requests generated
- \$8 million in property taxes processed by phone
- Over 18,000 webmaster e-mails and 3,000 voicemails

3-1-1 HUB

311 HUB



Answer Hub

Service Hub

Elections

WCS

ASD

Basic Search

Feedback

citation in Collections, person only speaks to Collections

Popular Searches

[Services Near You](#)

[Easy Card and Ticket](#)

[Bulky Trash Issues](#)

[Garbage Collection](#)

[Recycling Service](#)

[Stray Dog Reports](#)

[County Parks Directory](#)

[Building Inspections](#)

[Property Appraiser PSR](#)

[Tax Collector TSR](#)

[TaxSys](#)

111 NW 1ST ST



Clear All TABS

MIAMI

FL

33128

Unit

0141370230020



lost dog



Miami

Department/Agency

[Show Common Locations](#)

Search Results

Lost and Found Pets

Owners who have lost their dog should visit the shelter every day to see if their pet was picked up or turned in. More than 100 dogs and cats are found daily. Dogs over 6 months of age are held for 5 days. Redemption fees listed to reclaim pet from ASD.

mmr

Service Requests:
[ANIMAL DEADMISSING REPORT](#)
MD
[FOUND PET](#)
MD

Map

Last 5 Addresses

Transit

GIS Info

Property Info

Interaction Notes:
Search lost dog

Select Resolution

3-1-1 Service Direct

servicedirect TOP REQUESTS

10 Recently Submitted Requests/Problems



Request Id: 872221
Type: Report mosquitoes causing a biting nuisance
Location:
[3107 NW 70TH TER, UNINCORPORATED MIAMI-DADE.33147](#)

Created On:
Oct 8, 2014
8:03 PM

Request Id: 871981
Type: Report mosquitoes causing a biting nuisance
Location:
[1749 SW 138TH AVE, UNINCORPORATED MIAMI-DADE.33175](#)

Created On:
Oct 8, 2014
9:58 AM

Request Id: 871921
Type: TRAFFIC SIGN DOWN
DAMAGED FADED MISSING (OTHER THAN CONTROL SIGN)
Location:
[1030 NE 175TH ST, UNINCORPORATED MIAMI](#)

Created On:
Oct 7, 2014



How to report a problem

1. Click [here](#) and select your desired service
2. Enter address where the service is requested
3. Enter details of the problem

Top Reported Problems (online and by phone) this month:

[Report a Problem Online](#)

FraudBot

Got an issue you'd like to report?

Let our FraudBot help you figure out which agency to report your issue to.

> [FraudBot](#)



Report Fraud

Contractor Complaint

Deed Fraud

Foreclosure

Government Fraud

HUD Fraud

Homestead Exemption Fraud

Identity Theft

Mortgage Fraud Task Force

Resident Services

ADA Complaints

Select Language | 



Social Media Center

Mobile Application Center

 Share



Feedback

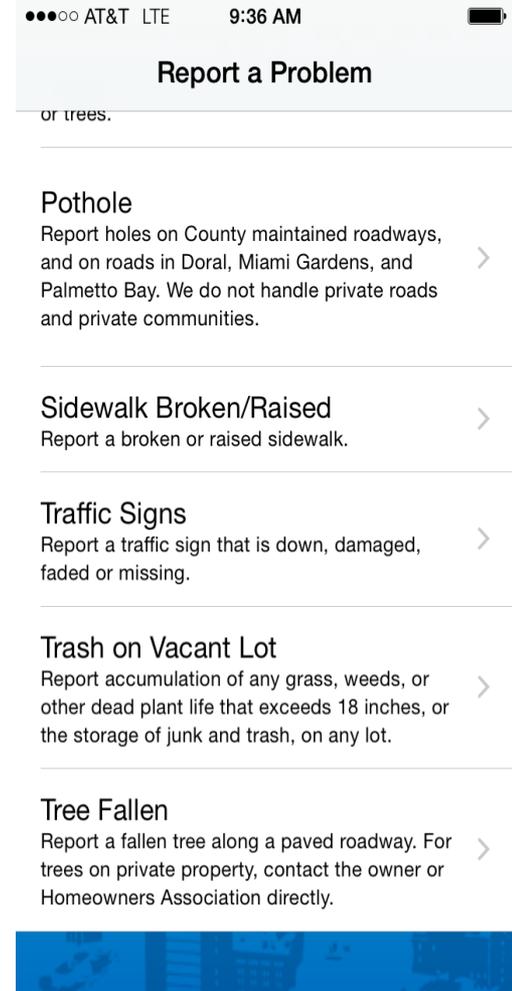
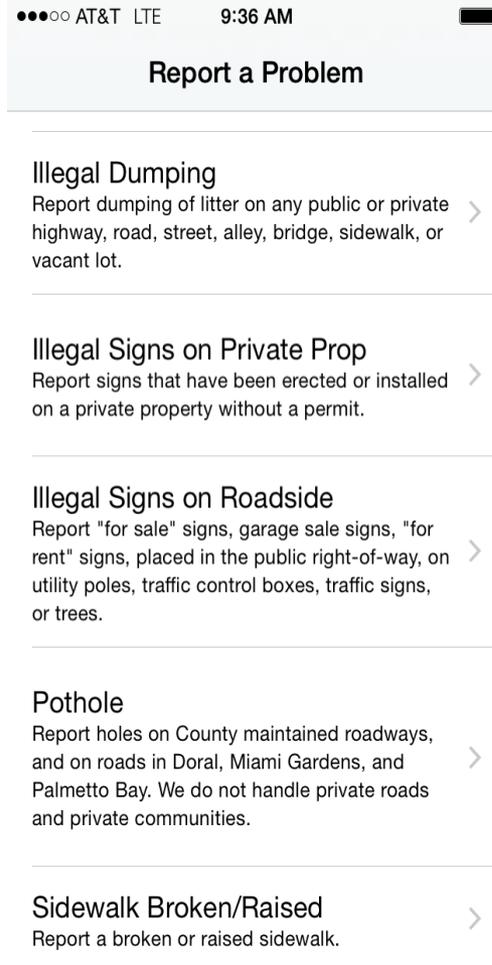
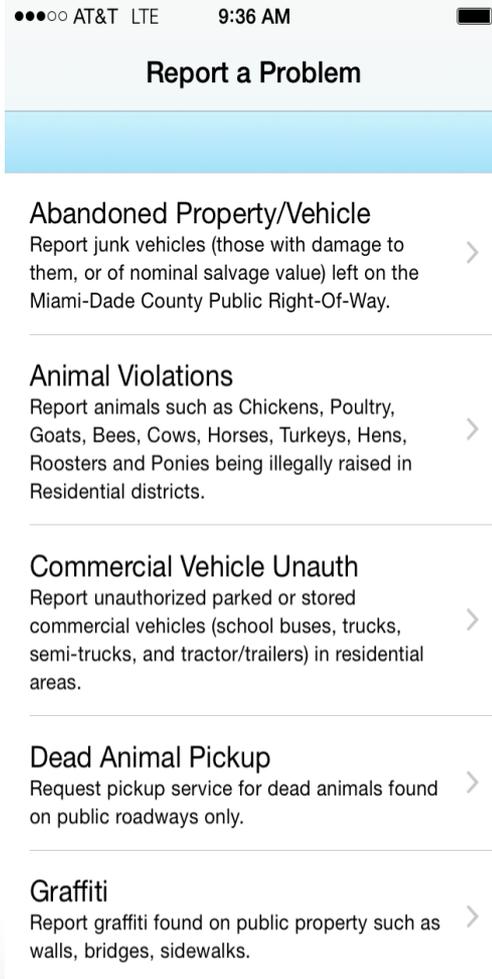
Minimize Tools

3-1-1 iPhone App

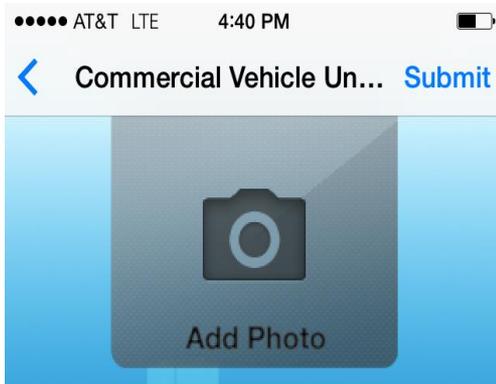


- 24/7 access to submit requests
- Ability to upload pictures
- Map use to pin-point specific location of problem

3-1-1 iPhone App



3-1-1 iPhone App



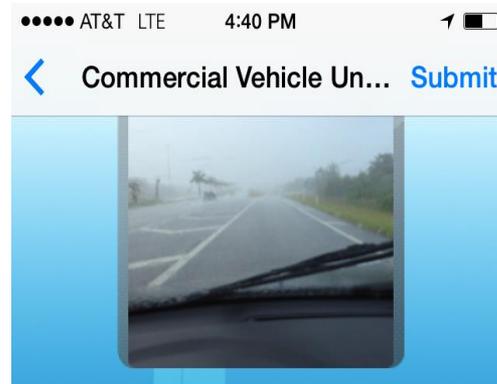
Location >

Reporter >

Description >

What time of day is the vehicle present? >

Please provide details about exact location on property where vehicle is parked. >



Location >

Reporter >

Description >

What time of day is the vehicle present? >

Please provide details about exact location on property where vehicle is parked. >

- Confirmation e-mail provided
- Back-end process by 311 staff

3-1-1 iPhone App



Download the Free 311Direct Mobile App

BeardsMart USA
Your CLEARANCE HEADQUARTERS

7 NEWS
WSVN.COM
MIAMI/FORT LAUDERDALE

WELCOME, JONI | Manage Account | Log Out

HOME NEWS WEATHER VIDEO ENTERTAINMENT SPORTS FEATURES HELP ME HOWARD INVESTIGATIONS NEWS TEAM



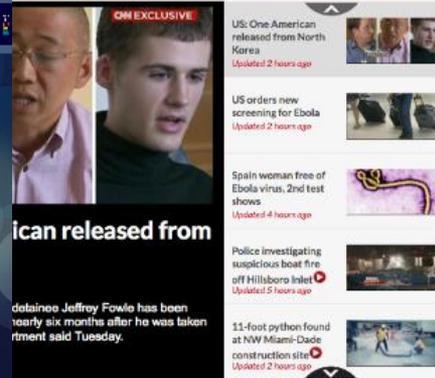
DOPPLER RADAR Track showers and thunderstorms moving through South Florida **MORE**



Miami Save This Location

78 HI 82°
Le 75°
Feels like: 78° Rain

7-Day Forecast Blog View Radars Marine



ON EXCLUSIVE

US: One American released from North Korea
Updated 2 hours ago

US orders new screening for Ebola
Updated 2 hours ago

Spain woman free of Ebola virus, 2nd test shows
Updated 4 hours ago

Police investigating suspicious boat fire off Hillsboro Inlet
Updated 5 hours ago

11-foot python found at NW Miami-Dade construction site
Updated 2 hours ago



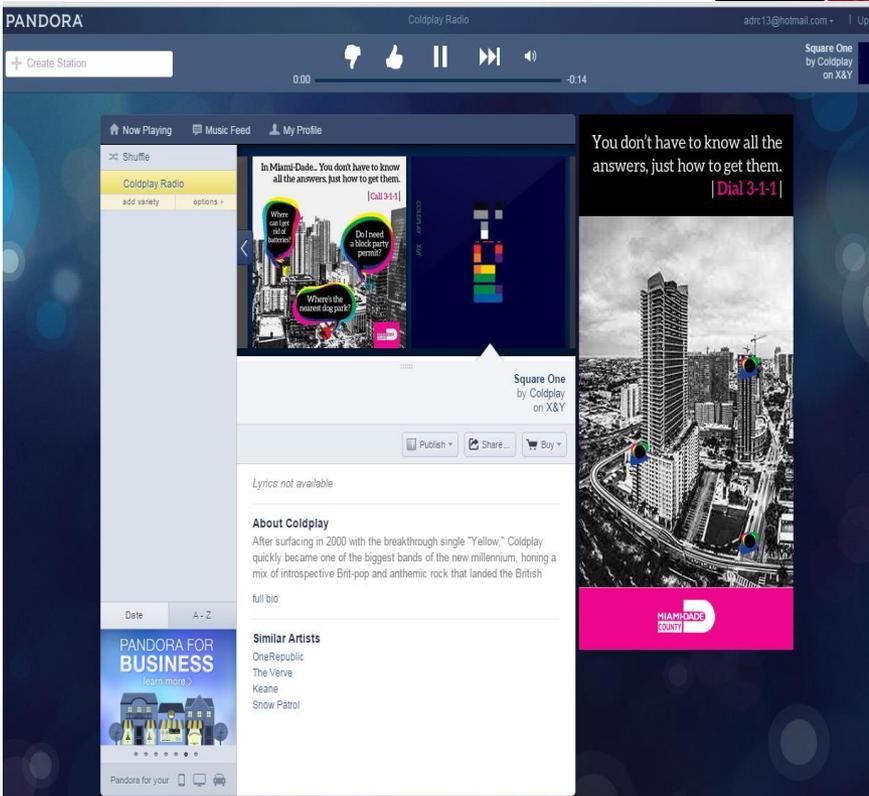
Download the Free 311Direct Mobile App

To report issues like

- Stray animals
- Graffiti
- Potholes and more



WATCH 7 NEWS LIVE



PANDORA Coldplay Radio

Create Station

0:00 0:14

adrc13@hotmail.com | Upgrade

Square One by Coldplay on X&Y

You don't have to know all the answers, just how to get them. **[Dial 3-1-1]**

In Miami-Dade, you don't have to know all the answers, just how to get them. **[Call 3-1-1]**

When is the best time to visit?

Do I need a back party permit?

What's the fastest dog park?

Lyrics not available

About Coldplay
After surfacing in 2000 with the breakthrough single "Yellow," Coldplay quickly became one of the biggest bands of the new millennium, honing a mix of introspective Brit-pop and anthemic rock that landed the British full bio

Similar Artists
OneRepublic
The Verve
Keane
Snow Patrol

PANDORA FOR BUSINESS
Learn more

Pandora for your

Miami-Dade 3-1-1

“We answer to you”